

In the Claims:

The following listing of claims replaces all prior versions and listing of claims. No new matter has been added.

1-73. (Cancelled)

74. (Currently Amended) A method for managing communications in a communication processing system, said communication processing system performing the acts of comprising:

processing inbound calls;

processing outbound calls;

obtaining an outbound call statistic on said outbound calls;

and

adjusting said processing of said inbound calls based upon said outbound call statistic.

75. (Previously Presented) The method of claim 74, wherein said step of processing inbound calls comprises connecting said inbound calls to agents; and said step of adjusting said processing comprises reducing the number of said inbound calls which are connected to said agents if said outbound call statistic exceeds a

predetermined value.

76. (Previously Presented) The method of claim 74, wherein said step of processing inbound calls comprises connecting said inbound calls to agents; said step of obtaining said outbound call statistic on said outbound calls comprises obtaining information on the duration of said outbound calls, and said step of adjusting said processing comprises reducing the number of said inbound calls which are connected to said agents if said duration exceeds a predetermined value.

77. (Currently Amended) A method for managing communications in a communication processing system, said communication processing system performing the acts of comprising:

processing inbound calls;

processing outbound calls;

obtaining an inbound call statistic on said inbound calls;

and

adjusting said processing of said outbound calls based upon said inbound call statistic.

78. (Previously Presented) The method of claim 77 wherein said step of processing outbound calls comprises initiating said outbound calls, and said step of adjusting comprises reducing the number of said outbound calls which are initiated if said inbound call statistic exceeds a predetermined value.

79. (Previously Presented) The method of claim 77 wherein said step of processing outbound calls comprises initiating said outbound calls, said step of obtaining said inbound call statistic on said inbound calls comprises obtaining information on the duration of said inbound calls, and said step of adjusting said

In re: Aleksander Szlam  
Filed: November 10, 1999  
Serial No.: 09/437,414  
Page 5

processing comprises reducing the number of said outbound calls which are initiated if said duration exceeds a predetermined value.

80. (Currently Amended) A method for managing communications in a communication processing system, said communication processing system performing the acts of comprising:

providing for the processing inbound calls;

providing for the processing outbound calls;

obtaining an inbound call statistic on said inbound calls;

and

providing for adjusting said processing of said outbound calls based upon said inbound call statistic.

81. (Previously Presented) The method of claim 80 wherein said step of providing for the processing outbound calls comprises initiating said outbound calls, and said step of providing for adjusting said processing comprises reducing the number of said outbound calls which are initiated if said inbound call statistic exceeds a predetermined value.

82. (Previously Presented) The method of claim 80 wherein said step of providing for the processing of outbound calls comprises initiating said outbound calls, said step of obtaining said inbound call statistic comprises obtaining information on the

duration of said inbound calls, and said step of providing for adjusting said processing comprises reducing the number of said outbound calls which are initiated if said duration exceeds a predetermined value.